

Board packet April 20, 2021: Information Technology Vendor

Friday, April 16, 2021 1:29 PM

Subject	Board packet April 20, 2021: Information Technology Vendor
From	Ryan Livergood
To	libraryboard
Cc	Noreen Reese; Gina Ornelas; Amy Blanchard; Sandy Beda; Jan Marsh; 'AFarr@MichaelSilver.com'; David Corona
Sent	Friday, April 16, 2021 1:29 PM

Good afternoon,

With the transition of Kevin Getty into a dedicated Head of Facilities role and David Corona rejoining WNPL as our Head of Technology, I have been working closely with David to come up with a new IT model for WNPL. We have lost staffing in the IT department due to Kevin no longer being part of IT and the open Systems Administrator position that David had essentially been filling as an IT consultant for us. Thus, David and I have both been discussing how we can both restore resources to IT and make improvements to our IT services. This process has been enlightening for us, as it has helped us map out our needs and identify areas that we have been overlooking that are essential for us to address. We knew going into this process that we would either need to hire more IT staff, outsource some functions to an IT vendor, or do both. After both David taking time to assess the status of the IT department and us going through a comprehensive process for evaluating and identifying potential IT vendors that would be a good fit to partner with us, I want to share with the Board the approach we would like to take.

Taking into account the library's IT needs, our current capabilities, the library's core values, and the desired direction we want to move towards, we want to partner with Outsource IT Solutions Group (OSG). We had three finalists we closely evaluated after our initial research, and OSG stands out as the clear choice for several reasons. These reasons include their reputation for providing excellent service to local libraries, in addition to both offering us a service model that shores up our weaknesses and provides us the expertise we need in certain IT areas. OSG's references are excellent, and they include references from both the library directors of Morton Grove and Northbrook, two people I know well and completely trust through my work with them in the Electronic Content Consortium. We would like to contract with OSG to both assist us with special IT projects and to provide regular service for us, including in the following areas:

- IT Governance - Quarterly CIO Meetings to review issues/strategic planning
 - Event Management - review hardware/software issues and predict failures
 - Managed Windows Updates - Keep workstations and servers up to date with Microsoft patches
 - Endpoint Security - Sentinel One (well respected AI based antivirus software)
 - Phishing and Security Awareness Training - automated and tracked security training for staff members

We would like to start working with OSG in May. Our annual fees are already reflected in the budget draft for next fiscal year. We do not need to hire a Systems Administrator under this proposed model, and thus this position is not included in the budget for next fiscal year. In the meantime, I am asking the Board to add funds to this budget year up to \$12,700 to pay for OSG's onboarding costs and services in

May and June.

David Corona and perhaps a representative from OSG will be attending the start of the meeting on Tuesday night and we can address any questions you might have at that time.

Thanks,
Ryan

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